the Forum™ 700 telephone exchange

belgacom
for business

Forum™ 700 telephone exchanges offer you:

Modularity:

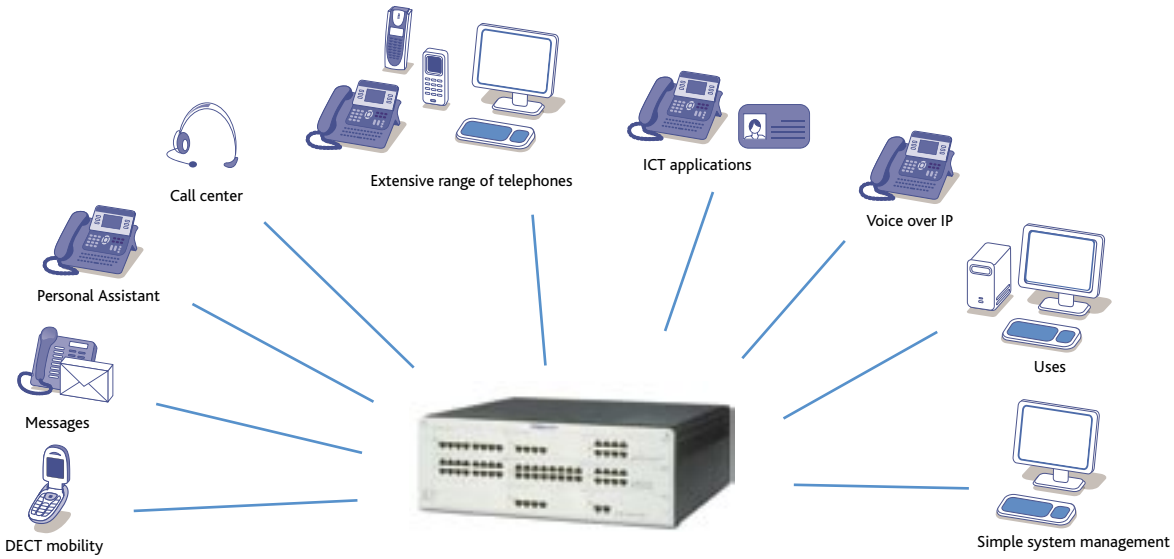
- an *all-in-one solution*
- a modular *design* adaptable to your needs

Advantages:

- professional *handling* of every call
- free-moving *communication within your business*

Special features:

- fast shared *Internet access*
- an *ideal* local network
- the benefits of *IP telephony*
- optimal management of *telephone traffic* between your sites



Forum™ 700

the advantages of Forum™ 700 exchanges

an all-in-one solution

The Forum 700 is unlike other switchboards. This system optimizes your company's activities and integrates the management of voice traffic, data flow, email exchanges, shared Internet access and the latest telecommunications applications. In short, it is the perfect solution for small or medium organizations.

a modular construction to meet your every need

The Forum 700 exchanges have modular structures, meaning that they can be adapted to your specific needs. Different extension modules can be assembled to meet your employee count and interface needs, assuring you of ample capacity at all times. Your can start with a combination attuned to your current needs, knowing that it can grow in perfect pace with your company.

handling all your calls professionally

The greeting given to your customers over the telephone has a crucial impact on the way they perceive your company. Calls that go unanswered may not only tarnish your image: they can also cost you a sale or annoy a customer. The multiple functions of the Forum 700 will prevent such mishaps and allow you to process your calls with maximum efficiency: automatic call answering, voice mail, hold messages, a personal assistant, and an answering service. These features will help you ensure that your callers receive a professional greeting at all times.

Moreover, with the Forum 700, every user can program five call forwarding destinations: to the voice mailbox, a mobile number, an external number, an internal number or the telephone operator. Finally, there is the integrated Call Center option, for companies for whom customer contact is the lifeline of their business.

freely moving communication within your business

Communication with your staff also needs to be efficient. The Forum 700 offers many ways of optimizing the management of internal calls. You can create groups for call distribution, or activate special functions (for example, to provide better communication between a director and his assistant). You can also determine at a glance if a staff member's line is free or busy.

- ***PIMphony*** (PC telephony): enables: online data updating, notification of voice messages by e-mail, greater telephone directory capacity, etc.

- ***Six-way conversation*** (one initiator and five participants): allows you to hold telephone conferences, and thereby save (travel) time and costs.

rapid Internet access for all your staff

A modern business cannot function without email. The Internet has become a vital source of information. The Forum 700 gives all your staff fast, secure centralized access to the Internet with all the necessary functions.

an ideal local network

A local area network (LAN) increases the efficiency of staff within a business. The network provides everyone with access to different printers, databases as well as a host of other vital tools. Thanks to the Fast Ethernet Switch, with a capacity of 10/100Mbps, large files can be transferred very quickly, databases can be consulted with ease and multimedia applications can be launched rapidly. The switch is easy to manage and configure. The automatic allocation of IP addresses makes it possible to connect additional workstations very easily.

a single network for telephony and data communication

IP telephony transmits your telephone traffic over your data network. This solution is particularly advantageous, because a single network carries both voice and data traffic. This formula enables you to exploit available bandwidth to the full. All users - including teleworkers - can have access to the full range of functions.

connect to the Internet at a snap of your fingers

reduced investment

The “all in one” Forum 700 concept significantly reduces your investment in equipment. All the technologies needed to manage telephone traffic and information flows are already integrated in the exchange. The Forum 700 exploits the potential of the LAN, shared Internet access and email. It is the ideal switchboard for SMEs looking to the future.

performance, rate and speed

The Forum 700 links your LAN network to the Internet using a broad bandwidth with capacity of up to 2Mbps. The “Web cache” function makes the system even faster by storing the most used web pages. The Forum 700 exchange is exceptionally flexible : you can even choose to connect it via a DSL link or a leased line.

simple to manage

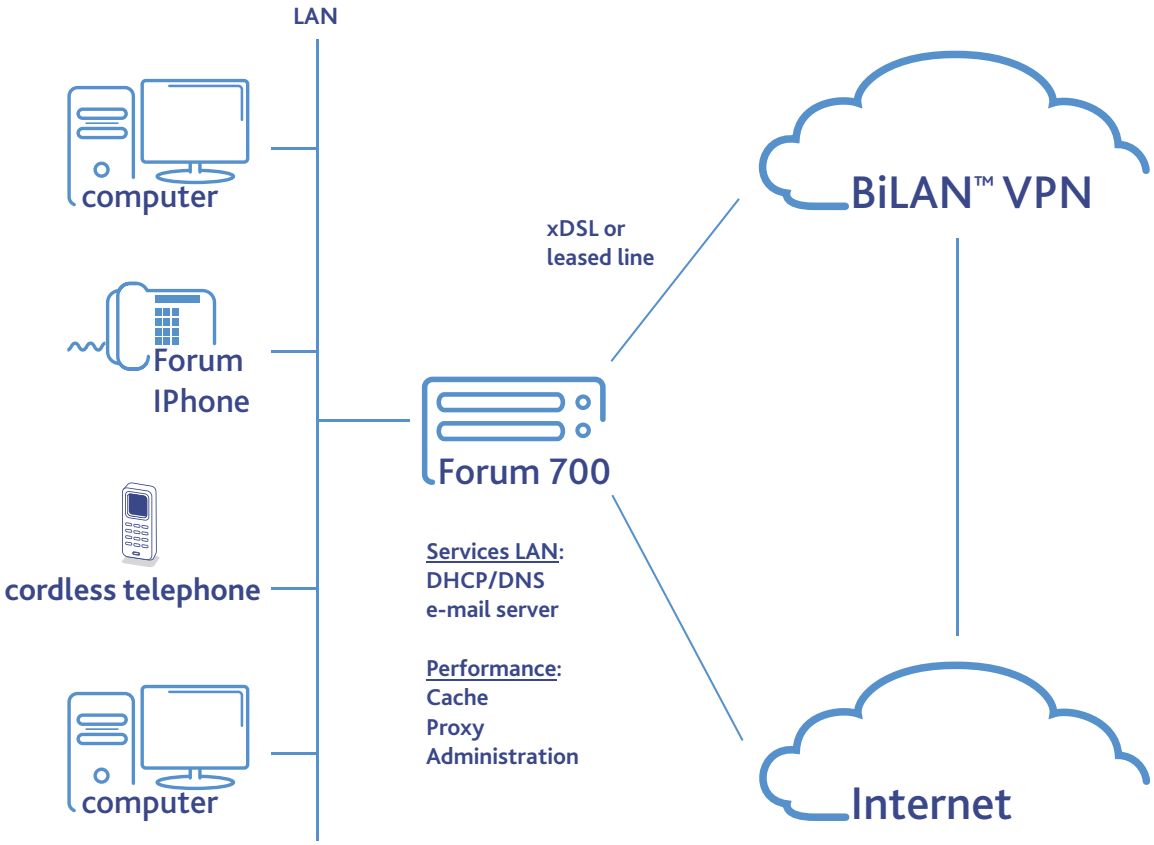
Forum 700 exchanges are particularly easily managed. Most of their components are configured beforehand, and even after installation, it is simple to reconfigure all the functions via a web interface. You don’t need to be an expert to adapt the system completely to your needs!

guaranteed security

The Forum 700 is delivered already equipped with a certified firewall, guaranteeing a very high level of security. The exchange is also equipped with a module which controls web site visits: you yourself decide which staff members can access the Internet, at which periods of the day, as well as which Internet addresses. You can very easily set or amend access criteria on the proxy server.

optimum management of your e-communication

The Forum 700 email server manages the exchange of your staff's internal and external emails. If you also integrate voice messaging at the switchboard, you will receive email notification whenever a new voice message arrives.



LAN provides the essential link in the life of your company

A local area network (LAN) is essential to your business. It allows information, peripherals, group applications and Internet access to be shared. If you have a VoIP configuration, the LAN even handles voice traffic.

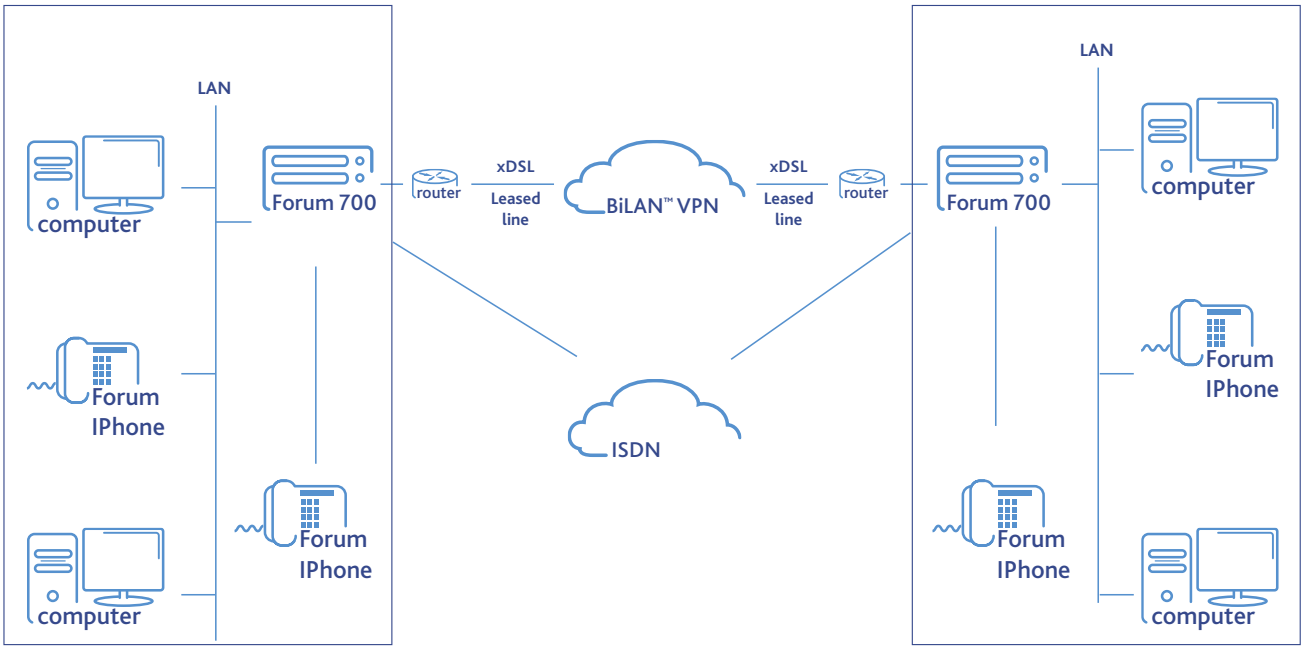
The Forum 700 optimizes your LAN through a switch capable of handling up to 100 Mbps per port. That makes a crucial difference for exchanging large files, accessing data banks and multimedia applications.

modular

The Forum 700 with an integrated LAN is modular. It can adapt and grow flexibly from 8 to 168 ports in step with your needs. The LAN server comes ready to accept future extension through the addition of extra switches and the re-use of existing hubs.

simple installation

The LAN functions of the Forum 700 are of the "plug and play" type. You have nothing to configure. The Forum 700 automatically recognizes 10 and 100 Mbps peripherals added to the LAN. The DHCP server allocates dynamic IP addresses. New IP equipment can thus be connected to the switchboard without manual configuration.



standard IP telephony

The Forum 700 is equipped with IP technology from the outset.Voice traffic is thus transmitted via a data network without compromising the multiple functionalities of traditional telephony in the slightest. With the Forum 700, up to 200 users can enjoy the advantages of voice over IP (Internet protocol). Adding voice traffic to the computer network has the following two advantages:

- you can reduce telecommunications costs between sites connected on the data network;
- you increase flexibility, since connecting or moving an additional telephone takes only a few seconds.

the ideal solution for communication between your sites

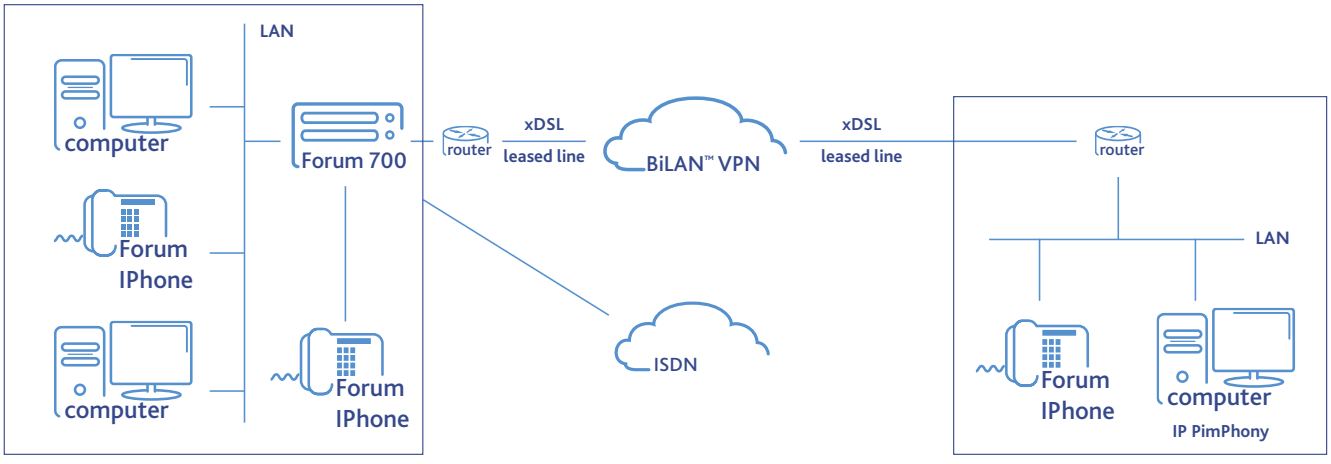
The Forum 700 VoIP technology optimizes voice traffic between the head office, branches and teleworkers. It doesn't matter where you install a Forum IPhone: you will always have the same functionalities as on the main site. A data line between your sites (leased line or BiLAN VPN) provides all users the same access to the shared directory, voice messaging and the other Forum 700 functions.

provided on all Forum IPhones

Belgacom Forum IPhones are fully compatible with the VoIP functions of the Forum 700. They offer the same functions as standard Forum Phones.Where teleworkers have access to a telephone on the system they benefit from the same extended range of options as in the office.

network access

The Belgacom Forum 700 offers you up to 120 communication channels to connect you to the standard IDSN network, or for access to the WAN via DSL or a leased line.



PIMphony: telephony and the PC converge

PIMphony is a "personal communication manager". It combines the advantages of a computer and telephony to support the management of your day-to-day contacts. PIMphony can increase the productivity of your staff as well as team collaboration.

phoning more efficiently via the PC

PIMphony offers a series of additional functions to manage your calls more efficiently via a PC. The software controls up to eight lines simultaneously. You can obtain a complete overview of incoming and outgoing calls, check up on line occupation rates, compile a list of frequently called numbers and access an internal telephone directory of up to 2000 numbers.

managing contacts efficiently

PIMphony provides you with much more than a telephone directory, as it connects you to your customer database. While you are talking to your customer the database information is visible on the screen. That considerably improves both the quality of your customer contacts and your staff's productivity.

underlying databases

Thanks to the links with your database, PIMphony simplifies the management of your contacts. You can create an individual file for each contact person, and amend or update the information in the database. You can call directly by entering your contact's name or by using a script to help you with your telephone contacts.

manage your telephone traffic from one central point

With the PIMphony Attendant, you can funnel the calls of several branches or sites to a central telephone traffic management location (such as your headquarters), where you can see and check all your company's calls. From here, for example, you can pick up calls if they are not answered at another branch.

a powerful, integrated call center

The Forum 700 includes a complete, basic ready-for-use call center.

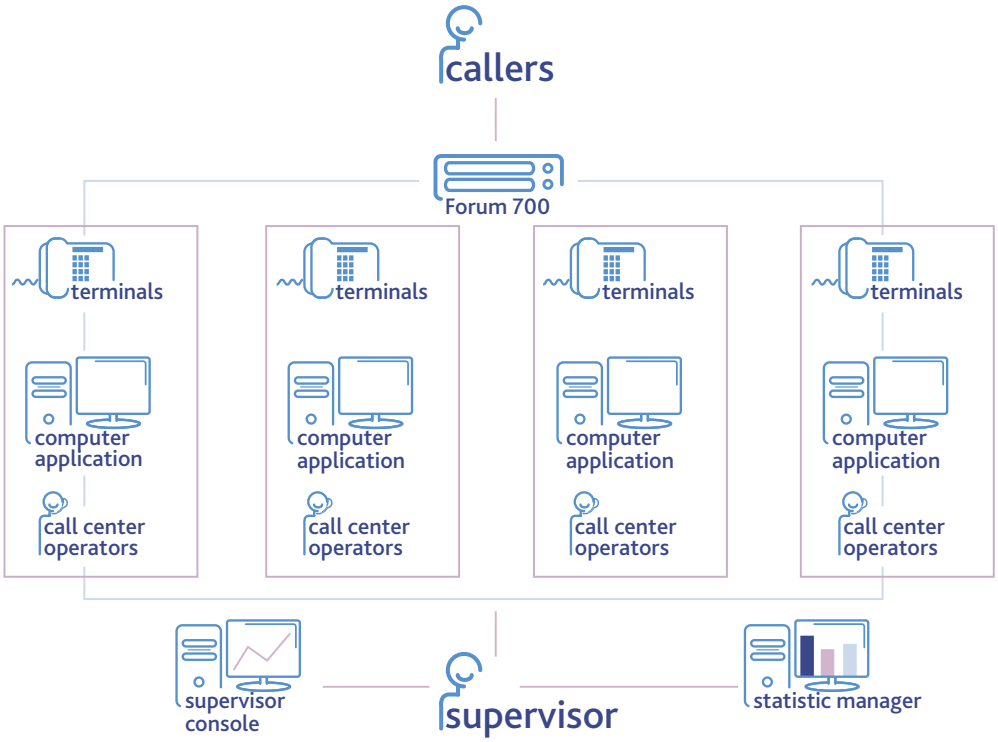
Automatic Call Distribution (ACD) is intended for companies that want to equip themselves with the infrastructure of a basic call center. ACD enables you to distribute incoming calls in accordance with parameters you set yourself. It manages up to 32 users and consists of the following elements:

Assistant Agent
this feature improves telephone operator efficiency by providing a monitoring screen for call sessions (connection, no connection, pause), personal statistics (activity percentage, types of calls, calls in queue, etc.) and pop-ups. The telephone operators can concentrate on helping to redirect customers, thereby ensuring that they are channeled effectively.

the Supervisor Console
makes it possible to analyze the performance of telephone operators, groups and lines in real time, and, if necessary (e.g., during call peaks) to make status changes to telephone operators or groups.

the Statistic Manager
is a set of statistics that reflect the activity of the ACD, such as incoming, answered, terminated or waiting calls, thereby enhancing your incoming call management.

The multi-purpose Forum 700 can also be used for remote secretary services. Since redirected calls can be fielded by an external secretary via the ACD, the caller does not notice that it is being handled by an outside agency. This application is frequently used by doctors, dentists, lawyers, etc.



Belgacom telephones for every taste

Forum™ Phone/IPhone 710/720

Forum™ Phone/IPhone 730

fixed equipment
Forum™ Phone 720, 730, 740, Forum™ IPhone 710, 720, 730, 740 en 750

practical and ergonomic

IDS telephones are equipped with multiple advanced functions that make a real difference to comfort and ease of use. The most frequently used functions, for example, can be accessed by transparent magnifying keys. They also have an ergonomic design, a hands-free key, or a navigation key for rapidly searching the menu options.

efficiency to the fore

The shutter conceals an alphabetical keyboard. Key in the first letters of the name required: the IDS phone will find the details in the directory and automatically dial the number. The keyboard also enables you to set up your own directory and send text messages to other internal phones.

Forum™ Phone/IPhone 740

Forum™ IPhone 740
+ extension module with 40 keys

visual info

The multi-function screen provides lots of helpful information. For example, it gives you the number of your caller (before you pick up the phone), and the duration and cost of the call. It also enables you to navigate in your IDS telephone menu.You can read any messages that have been sent to you as well as information on the variable functions of the dynamic keys.

customizable for each and every staff member

Every Forum Phone has single keys for the most used functions: transferring a call, listening to messages, consulting the directory etc. The telephone also has programmable keys that the user can set according to need (direct lines, diversions, taking a second call, transferring calls, etc.).

upgradable

Forum Phones/IPhones can be extended using modules adding 20 or 40 extra function keys up to a maximum of 80. The equipment can thus be transformed into a practical telephonist's terminal, with visual monitoring of all the internal phones and their status.

abundant on-screen information

The Forum IPhone 730, 740 and 750 phones give you access to a variety of information, thanks to the functions integrated in the XML format:

- ***unified messaging*** (integration of e-mails, faxes and voice messages)
- access to ***groupwares*** (Exchange, Lotus Notes…) and ***directories***
- access to ***portal sites*** via your intranet or extranet
- access to ***company applications*** (through the integration of functions in the IP phones: presence check, doorphone, messaging service, information, temperature-setting, etc.).

Forum Phone modules offer you new options

Our telephones can be fitted with a modular extension to adapt them to every work situation.

analog module

This enables you to connect your Forum Phone to an analog phone, a fax or a modem. The two phones can be used simultaneously.

digital module (ISDN)

This module allows you to connect ISDN terminals such as a digital fax, or a PC to your Forum Phone. You can thus avoid the cost of installing cabling for such ISDN equipment.

extra Forum Phone module

This module enables you to connect two additional Forum Phones to an existing phone. The ideal solution for increasing the number of internal phones without installing additional cabling.

V24-module

The v24 module enables you to connect a V24 terminal (printer, PC, etc.) for external applications such as cost control.

two telephones - just one telephone number

With the Twinset option, you only need one telephone number for both your fixed-line desktop phone and your cordless DECT phone.Whether you want both phones to ring simultaneously or whether you assign priority to one of the phones is up to you. At any rate, you will now be more accessible, no matter where you are on the company's premises.

Personal Assistant

A personal secretary is always at your service. The "Personal Assistant" is available to all Forum 700 users and enables you to program the system to forward incoming calls. You have a choice of five call forwarding destinations to suit the time of day: secretary, mobile phone, fixed telephone, operator or voicemail. Not only does that mean that you can be reached under all circumstances but also that the calls are handled in the best possible way.

Forum™ Free 760 en 770 Cordless telephones

Forum™ Free 760

Forum™ Free 770

Cordless Forum Free DECT (Digital Enhanced Cordless Telecommunication) telephones are practical and light. Equipped with a considerable operating range, they provide the ideal solution for employees who are frequently on the move within the company.

enhanced ease of use

These cordless phones offer your staff access to all the Forum 700 functions (telephone directory, call management, etc.). Your staff can thus enjoy complete mobility whilst maintaining all the functionalities and comfort of the office.

user-friendly

Cordless telephones have all the latest technical refinements to guarantee optimal ease of use:

- *a large graphic screen* to display text and graphics;
- a single *navigation key* for moving quickly through the menu;
- *an internal loudspeaker and headphone point* for hands-free use;
- *a practical vibrating function* function so you can still be reached in noisy environments or where discretion is needed.

telephone technical specifications

FEATURES	IDS 110	Forum Free 760	Forum Free 770
SCREEN		graphic 96 x 48 pixels	graphic 96 x 48 pixels 4096 colors
DISPLAY			
- Caller identification, date, time, length and cost of calls		●	●
- Icons: battery level, signal intensity, key locking		●	●
- Text messages		●	●
- Warning light for voicemail messages	●	●	●
KEYS			
- Programmable keys	8		
- Fixed keys			
- LED or icon for each key			
- Navigator		●	●
- Help key		●	●
- Illumination of keys and screen		blue/-	white/blue
- Key Module (20 or 40 keys)			
SOUND			
- Integral vibrator		●	●
- Loudspeaker			●
- Hands-free function		●	●
- Microphone muting			
- Intercom			
- Special headphone connection			●
PROGRAMMING			
- Pre-programmed functions	up to 8		
- Programmable functions	up to 2		
- Operator's workstation			
- Filtering system for director/assistant			
- Group supervision			
TELEPHONE DIRECTORY			
- Individual	10 to 12 entries	●	●
- Shared	●	●	●
- Fixed alphabetic keyboard			
- Call by name		●	●
- Text messages		●	●
- List of missed calls			
SPECIFICATIONS			
- Wall mounting	●		
- Ergonomic handset	standard		
- Headphones	●		●
- Belt clip		●	●
- Protective cover		●	●
- Battery		Li-Ion 20/160 hours	Li-Ion 20/160 hours
- Conversation / stand-by			
DIMENSIONS			
- Width	177	45	45
- Height	59	22	22
- Depth	196	120	120
- Weight	600	110	110

FEATURES	Forum™ IPhone 710 Forum™ Phone 720 Forum™ IPhone 720	Forum™ Phone 730 Forum™ IPhone 730	Forum™ Phone 740 Forum™ IPhone 740	Forum™ IPhone 750
SCREEN				
- Type	character	graphically adjustable	graphically adjustable	graphically adjustable
- Resolution	20 characters	64 x 128 pixels	100 x 160 pixels	240 x 320 pixels
- Width (mm)	75 x 12	70 x 38	78 x 51	73,52 x 55,64
- Color	black & white	black & white	4 grey values	4096 colors
DISPLAY				
- Caller ID, date, time, duration and cost of the calls	●	●	●	●
- Text messages	●	●	●	●
- Display for voicemail messages	●	●	●	●
KEYS				
- Programmable keys	6 with LED	up to 70 softkeys 2 personal keys + LED	up to 70 softkeys 2 personal keys + LED	up to 70 softkeys 2 personal keys + LED
- Fixed-function keys		11	11	11
- Dynamic keys		2 x 3	2 x 5	2 x 5
- Navigator	2 directions	4 directions	4 directions	4 directions
- Help key	●	●	●	●
- Key module (10/40/LCD screen)		●	●	●
- Fixed alphabetical keyboard		●	●	●
SOUND				
- Speaker	●	●	●	●
- Handsfree function	IP version only	●	●	●
- Disable microphone function with LED	●	●	●	●
- Intercom	IP version only	●	●	●
- Special headphone connection		●	●	●
PROGRAMMING				
- Operator telephone		●	●	●
- Manager/Secretariat		●	●	●
- Group supervision			●	●
TELEPHONE DIRECTORY				
- Individual	●	●	●	●
- Shared	●	●	●	●
- Fixed alphabetical keyboard		●	●	●
- Name-based dialing	●	keyboard	keyboard	keyboard
- Unanswered call list	●	●	●	●
SPECIFICATIONS				
- PC connection (IP version only)	only 720-version	●	●	●
- Wall-mountable	●	●		
- Ergonomic receiver	standard	standard	rubber grip	rubber grip
- Wireless receiver (Bluetooth)				●
DIMENSIONS				
- Width (mm)	220	240	240	240
- Height (mm)	133	133	133	133
- Depth (mm)	175	175	180	188
- Weight	790	1015	1020	1070

Forum™ 700 technical specifications

Architecture	
Operating system	Linux
Forum 712 / Forum 714 / Forum 716	3 free slots / 6 free slots / 9 free slots
Maximum capacity	27 slots (3 x Forum™ 716) free combinations up to 3 Forum™ cabinets

Call server	
Voice messaging	2 to 8 ports
Voice Messaging – storage	60 minutes to 200 hours
Automatic tree view	2 levels / 10 choices per level
Distribution unit	cyclic, parallel or sequential distribution
Welcome messages	up to 8 messages
Hold music	up to 10 minutes
Languages	up to 4 languages
Telephone directories	Up to 2.200 names
Least cost routing	500 routes
Six-way conference calls	1 initiator and 5 participants

Equipment and workstations	
Total number of users (analog, digital, DECT)	236
Total number of VoIP users	200
H323 (V2) terminals	yes

Mobility	
Radio base station (IBS)	60 (remotely powered)
DDS Telephones	120

External lines	
Analog lines	72
ISDN-30 (PRA) cards	9
ISDN-2 (BA) lines	10
IP channels	96
Total channels	120

CTI server	
Integrated CTI server	CSTA/TAPI
PIMphony user with integrated CTI server	200
CSTA monitoring	up to 236
CSTA sessions	up to 25

E-server	
Shared Internet access	up to 10 Mbps Ethernet
External ADSL modem or external router	PAP/CHAP
Internet users	200
Firewall	Stateful/NAT
Proxy/Cache	1.5 GB for web caching
E-mail server	POP3/SMTP/IMAP4
E-mail boxes	200
E-mail storage	10 GB
VPN	PPTP/IP sec

LAN infrastructure and services	
Lan-switch	10/100 BaseT Autosensing
Available ports per LAN switch	up to 168 ports
LAN-services	DHCP / DNS

Dimensions (mm)	H	B	D
Forum™ 712	66	440	400
Forum™ 714	110	440	400
Forum™ 716	154	440	400

modular design
LAN-switch
comfort
Internet Access
e-mail server
Belgacom Forum™ 700

the Forum™ 700 telephone exchange

integrate your data and voice flows for maximum profitability

More information

- your usual Belgacom contact
- your Belgacom sales point
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- www.belgacom.be/pabx

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